

Agenda
ANIMAL CARE SERVICES ADVISORY BOARD MEETING
Animal Care Services Facility, 4710 State Highway 151, San Antonio, TX 78227
Wednesday, February 19, 2014 AT 6:30 PM

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.

1. Call to Order
2. Approval of Minutes from December 2, 2014
3. Citizens to be heard
4. Director's report regarding performance measures for Animal Care Services pertaining to field, live release, shelter, media, and clinic operations – *Presented by Kathy Davis*
5. Update on FY 2014 Animal Care Services Initiatives and Programs – *Presented by Kathy Davis*
6. Report and possible vote regarding the Inspection Checklist for the Animal Care Services Hwy 151, Brooks and Brackenridge facilities – *Presented by Rita Braeutigam*
7. Discussion regarding Continuing Education for Board Members – *Presented by Mona Thaxton*
8. Set next meeting date
9. Adjournment

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CITY CLERK
2014 FEB 14 PM 2:53

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Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. **Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión.** Para asistencia llame al (210)207-7245 por voz/servicio de TTY.



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes

December 2, 2013, 6:30 p.m.

4710 State Highway 151, Annex Training Rooms 1 & 2

San Antonio, TX 78227

ACS Board Members: Mona Thaxton-Chair, Rita Braeutigam Vice Chair, Sallie Scott-Secretary*, Randy Murdock, Shannon Espy, Cynthia Martinez*, Michael Dowdell, Roderick Sanchez*, Bill White, and Karen Speer

Ex-Officio Members: Kathy Davis, Erik Walsh, and Vincent Nathan*

Staff Liaison: Maria Kieke

I. Call to Order

Mona Thaxton convened the meeting at 6:35 PM with a quorum present.

II. Approval of minutes from October 16, 2013

Randy Murdock moved, seconded by Bill White, to approve the October 16th meeting minutes. Motion passed.

III. Citizens to be Heard

1. Angelia Tate expressed concerns about the new 2-day hold.
2. Kelly Plesalla expressed concerns with Brooks capacity and Brooks full potential.
3. Stephanie Barrera gave her time to Kelly Plessala.

IV. Director's Report

Kathy Davis presented performance measurements and accomplishments for Field, Live Release, Shelter, Media and Clinic Operations including an update regarding the grand opening of the Brackenridge Facility. Full report handouts were provided to Board members.

V. Discussion and vote on City Code Chapter 5 amendments regarding the stray hold period

Kathy presented to the Board an amendment to Chapter 5 that would reduce the required holding period for those pets with a live release option by one day (from 3 days, not including the date of impoundment to 2 days, not including the day of impoundment). Under this new ordinance, all stray pets will become the property of the City after it has been held in ACS care for 2 days, not including the day of impoundment. However, by ordinance, ACS cannot perform any euthanasia services on healthy/treatable pets until it has been held a minimum of 3 days, not including the day of impoundment. Michael Dowdell moved, seconded by Randy Murdock to approve the City Code Chapter 5 amendments as presented. Motion passed.

VI. Discussion and vote on the renewal of Brooks Kennel Lease for 10 month in conjunction with completion of ADL's Kennel Construction Project including capacity replacement for Brooks, interim use of Brooks, and additional capacity strategies.

Kathy presented to the Board the proposed 10 month lease renewal for the Brooks facility. Rita Braeutigam moved, seconded by Michael Dowdell to accept the items as presented. Motion passed.

VII. Report regarding the inspection of Animal Care Services Hwy 151 and Brooks facilities.

Mona Thaxton asked the board to review the proposed inspection forms and submit any proposed changes to Rita by January 15, 2014.

VIII. Next meeting

The next ACS Advisory Board meeting was scheduled for February 19, 2013 at 6:30 p.m.

IX. Adjournment

The meeting adjourned at 7:30 p.m.

*Indicates not present



City of San Antonio Animal Care Services Department Director's Report



February 19, 2014

Building on the successes of Fiscal Year 2013, the department has hit the ground running in Fiscal Year 2014. Through the first four months of this fiscal year, ACS has maintained an impressive 80% Live Release rate, **including 86% for all animals in January**—the highest one month Live Release rate in ACS history. And this historic Live Release rate is also with a slight increase in the number of dogs being impounded when compared to the same timeframe last year. As we begin to enter the spring months and puppy and kitten season, and I am confident we will continue strong. I couldn't be more proud of our energetic, hardworking and committed staff, volunteers and community partners.

FIELD OPERATIONS

In December and January, the Field Operations Division received 14,079 call-for-service requests and impounded 2,605 roaming and loose pets. The number of dogs impounded increased by 169 from the same timeframe last year. Animal Care Officers (ACO) issued 1,032 violations and returned 291 animals to their owners while in the field. As part of the FY 2014 Initiatives, the adoption of the civil citation process was fully implemented in January. We expect to see positive effects of this initiative as we progress through the spring, allowing our Officers to spend more time in the field and less time in court.

After a comprehensive and thorough search and interviews of candidates, I am pleased to announce that the 3 vacant Field Supervisor positions have been filled. Officer Joseph Flores and Officer Audra Houghton, both previously held the ACS Animal Cruelty Specialist positions were critical components in the department's increased investigative efforts and success in the recent increase in cruelty cases filed with the Court. Officer Jessica Travis has done an outstanding job as an ACS Dangerous/Aggressive Dog Investigator in keeping our neighborhoods safe. We strongly value opportunities for professional development for our staff and love to see our staff have these opportunities for growth in their careers.

January also brought a re-structure to the Field division. Each Field Supervisor will oversee a specialized team: dispatchers, patrol officers, first-year officers & training academy, tactical team, and the investigations team. This restructure will better allow our Supervisors to have a focused aspect of the overall mission within the Field division.

CNSI: The Comprehensive Neighborhood Sweeps Initiative (CNSI) has completed 4 target areas in FY 2014. The areas selected for this year's CNSI are areas with the highest concentration of stray animals, bite cases, and call-for-service requests. CNSI and ACS staff and volunteers go door-to-door to provide

educational materials and information on low-cost vaccination clinics and sterilization services, followed by a period of enforcement. Through 4 target areas, over 8,900 homes have been visited and over 650 free rabies vaccinations/city licenses administered and issued. The next CNSI target area is scheduled for March 7th and 8th in District 6.

SHELTER OPERATIONS

In December and January, total shelter intake was 4,086 pets. Specifically highlighting our cat intake, from October 2013 through January 2014, we took in 1,455 cats, a 37% decrease (840 cats) from the same time period last year—further emphasizing that Trap-Neuter-Return (TNR) works. Our dedicated shelter staff continues to go above and beyond ensuring that all pets are receiving the proper housing, sustenance, and attention while in our care.

Due to the hard work and perseverance of our Shelter Operations Manager, Elizabeth, the department secured a grant from Nutro Pet Food for agility equipment. These 4 different agility stations are fully enclosed in our main courtyard and will provide another outlet for our pets to receive additional socialization and allow them to show-off how awesome and adoptable they are! Additional signage and Dogipot waste stations have been ordered and are expected to be installed in the next few weeks.

Renovations to the back room of Building 3 from a work area to the puppy room are underway. Cabinets have been torn down; walls are scheduled to be repainted; and an additional 12 stainless steel cages are in the process of being ordered. This enhancement will allow us to house our smaller puppies in appropriate size cages versus larger kennel runs, giving us the capacity to hold more of our larger pets longer.

An Eagle Scout has selected ACS to be the benefitting recipient of his final project. Additional handmade benches are scheduled to be completed in May and will be placed around campus. In addition, in line with the department's efforts to enhance professional development, a Shelter Supervisor training academy to further develop and enhance their skills and innovative practices is being developed.

LIVE RELEASE OPERATIONS

The Department's Live Release division has done remarkable work in getting out the pets that our field staff brings in, our shelter staff cares for, and our clinic staff treats. In December and January, our adoption staff sent 1,055 pets to their forever homes; our rescue staff worked tirelessly to transfer 1,916 pets to our amazing rescue partners. As mentioned previously, January brought the Department's highest ever Live Release Rate of 86% for all animals and 93% for our healthy/treatable pets. This is a remarkable achievement and I applaud our staff, volunteers, community partners, and the public for this momentous achievement.

Receiving a \$50,000 grant from PetSmart Charities, and in partnership with the Humane Society of the United States, San Antonio is the newest of 22 cities from across the country to institute the Pets for Life

Program. After a community assessment of every zip code in San Antonio looking at a variety of indicators to include income level, poverty rate, education status, as well as animal intake and call-for-service requests, 78207 was chosen as the focus for the program. The Coordinator will work with local residents to access pet-related services including medical care, spay/neuter, and education. The “boots on the ground” portion of the project has begun where the Coordinator is going door-to-door to sign up new clients. In addition, the first outreach event for the neighborhood is scheduled for early March.

CLINIC OPERATIONS

The clinic performed 2,323 surgeries in December and January and continues to exceed expectations in the level of exceptional care and creative and innovative ways in saving more and more pets that come through our doors every day. The department has interviewed and selected Monica Gil to fill the Clinic Manager position. Monica has multiple years of medical experience and has served as Interim Clinic Manager since October of 2013.

MEDIA & OTHER ITEMS

MARKETING CAMPAIGN: ACS continues to see consistent media coverage moving into winter with a total of 128 media interactions over the course of December and January. In addition to the completion of 5 national level media articles, ACS was able to secure widespread coverage of the department’s first holiday super adoption event “Whiskers in Wonderland” which resulted in more than 300 adoptions.

ASPCA \$100K RACHAEL RAY CHALLENGE: We are elated to announce that we have been selected as one of the 50 challengers in the final year of the ASPCA \$100K Rachael Ray Challenge! The shelter that has the highest increase in lives saved from June-August of 2014 when compared to June-August of 2013 wins the grand prize of \$100,000. Using the best practices and the lessons learned from the department’s Grand Prize win in 2012, we are confident that we can win the Challenge, and be the first municipal shelter in the Country to win the Challenge not only once...but *twice*! Our team is working on developing an overall theme, marketing strategy, and solidifying events and will have updated information as we get closer to the Challenge.

BRACKENRIDGE: The Brackenridge Facility continues to grow as both San Antonio Pets Alive! and Pet Shotz expand their client base through various marketing strategies. As part of the FY 14 Adopted Budget, ACS received funding to add a Contract Coordinator position within the department to manage all of the department contracts ensuring proper monitoring and compliance is adhered to. Ryan Evans, who was previously the Department’s Management Analyst was selected and promoted to this position in December 2013. Alexander Martinez was selected to fill the Management Analyst position previously held by Ryan Evans. Alexander comes to us with over 6 years of progressive process improvement and project management experience.

City of San Antonio

Animal Care Services Department

Director's Report

DECEMBER 2013 – JANUARY 2014

ENHANCED ENFORCEMENT

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	Dec. Total	Jan. Total
Call-for-Service Requests	91,993	82,000	25,373	29,448	6,656	7,423
Impoundments (Overall)	29,220	33,500	10,429	8,900	2,027	2,059
Dogs	21,672	23,450	7,300	7,445	1,762	1,823
Cats	7,548	10,050	3,129	1,455	265	236
Impoundments (Field)	16,489	20,100	7,015	5,660	1,329	1,276
Return-to-Owners (Field)	1,082	1,300	513	560	146	145
Citations/Warnings Issued	5,070	6,000	2,909	1,842	539	493
Licenses Issued	22,722	23,000	6,253	7,538	2,548	2,014
Aggr./Dang. Dog Designations	42			6	2	2
Serious Bodily Injury Cases	3			5	2	0
Cruelty Cases	113			24	7	13

IMPROVED CONTROL

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	Dec. Total	Jan. Total
Surgeries Performed by ACS	17,500	15,335	5,015	5,352	1,138	1,185
Surgeries Performed by Partners	8,644	9,967	2,508	3,534*	1,168*	TBD*
Deceased Animal Pick-Up	35,799			10,666	2,313	2,285

INCREASED LIVE RELEASE

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	Dec. Total	Jan. Total
Live Release Rate	77%	75%	75%	80%	80%	86%
Adoptions	7,165	7,675	2,424	2,105	559	496
Rescues	11,900	14,000	4,531	3,968	818	1,098
Return-to-Owners (Overall)	2,046	2,700	1,012	907	240	246
Trap-Neuter>Returns	975	1,000	331	190	49	19
Animals Fostered	2,075	2,000	453	503	91	98
Volunteer Hours	13,592	14,000	4,666	4,324	1,088	1,300

ADMINISTRATION/OTHER

Performance Indicators	FY 2013 Actual	FY 2014 Target	YTD Target	YTD Total	Dec. Total	Jan. Total
FY 2014 Budget	\$11.04 M	\$11.26 M	\$3.83	\$3.84 M		
Media Interactions	794	450	150	221	47	81

* Information is pending from partners.

**The YTD Total for the department's FY 2014 Budget is "pre-closing" before the accounting period and is expected to increase.